



May 20, 2019
 Account Number: **202-516524014-001**
 Security Code: **6686**
 Service At: 8340 RUNAWAY BAY DR
 APT B
 CHARLOTTE, NC 28212-7551

Have questions about your bill?
 Visit us at twc.com/billing
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

Summary Services from 05/19/19 through 06/18/19 details on following pages

Previous Balance	490.35
Payment Received - Thank You	-239.12
Adjustments	24.87
Past Due Balance - Due Now	\$276.10
Bundled Services	179.99
TV Services	11.75
Internet Services	10.00
Other Charges	14.69
Taxes, Fees and Charges	14.78
Current Charges Due by 06/05/19	\$231.21
Total Due	\$507.31

Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



4145 S. Falkenburg Rd Riverview, FL 33578-8652
 6810 0106 NO RP 20 05202019 NNNNNYNY 01 046115 0175

SUE STARNES
 8340 RUNAWAY BAY DR APT B
 CHARLOTTE NC 28212-7551



SPECTRUM NEWS

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit spectrum.net/autopay.

Effective on or after June 23, 2019 and consistent with the Terms and Conditions of Service, Spectrum will no longer provide a pro rata credit for services sold on a monthly basis that are cancelled prior to the end of the current billing month.



Stay connected to what you love most and save!

Add Spectrum Mobile, which includes calls to Canada and texts to any country at no added charge. Plans start as low as \$14/gig per month with **FREE** talk and text on the nation's largest, most reliable LTE network. All with no added taxes and fees, so the price you see is the price you get. And you'll get the same low price for each and every line—plus, you can share your data. Now is the best time to call to get the best value. **Call 1-866-953-1579 today to claim your exclusive offer.**

INTRODUCING SPECTRUM ORIGINALS. Don't miss our debut original series, L.A.'s Finest. From the universe of the Jerry Bruckheimer "Bad Boys" franchise, the one-hour series follows Syd Burnett (Gabrielle Union) and Nancy McKenna (Jessica Alba), taking on the most dangerous criminals in Los Angeles. Available May 13th!

May 20, 2019

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Total Due	\$507.31
Amount you are enclosing	\$

Please Remit Payment To:

TIME WARNER CABLE
 PO BOX 70872
 CHARLOTTE, NC 28272-0872



01653001202516524014590050731

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Charge Details

Previous Balance 490.35
 Payment Received - Thank You 05/03 -239.12

Payments received after 05/20/19 will appear on your next bill.**Adjustments**

Directory Assistance Charges 05/06 15.92
 Late Fee 05/19 8.95
Adjustments Total \$24.87

Past Due Balance - Due Now \$276.10**Service from 05/19/19 through 06/18/19****Bundled Services**

Best Triple Play Plus 179.99
 Includes: Starter TV, Standard TV, Variety Pass,
 DVR Service, The Guide, Enhanced WH-DVR
 Set-Top Box, Extreme Internet, Home Phone
 National, HBO, Showtime, Starz, WH-DVR
 Upgrade, Ultimate 300 Upgrade, Voicemail
\$179.99

Bundled Services Total \$179.99**TV Services**

1 The Guide @ 3.25 3.25
 HD Set-Top Box 8.50
\$11.75

TV Services Total \$11.75**Internet Services**

Internet Modem Lease 10.00
 Home WiFi 0.00
\$10.00

Internet Services Total \$10.00**Other Charges**

Broadcast TV Surcharge 11.99
 Sports Programming Surcharge 2.70
Other Charges Total \$14.69

Taxes, Fees and Charges

State And Local Sales Tax 12.49
 Federal Universal Service Fund 1.20
 Telephone Relay Surcharge 0.08
 TWC Regulatory Recovery Fee 0.36
 E911 Surcharge 0.65
Taxes, Fees and Charges Total \$14.78

Current Charges Due by 06/05/19 \$231.21
Total Due \$507.31

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Local Spectrum Store: 7628 Council Pl, Suite 100, Matthews NC 28105 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm

Your WAY can be the GREEN way!**GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time.
 It's easy - all you need to do is sign up for Online Bill Pay.
 It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to twc.com/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at twc.com/account.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Time Warner Cable. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-855-707-7328**.

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Authorization to Convert your Check to an Electronic Funds

Transfer Debit - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

Broadcast TV Surcharge - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

Franchise Administrator - North Carolina Department of the Secretary of State PO Box 29622 Raleigh NC 27626-0622 Phone: (919) 716-6400

Cable Complaint Resolution - If you have a problem with your cable or video programming service, you should FIRST contact customer service at the following telephone number: **1-855-707-7328**. If we are unable to satisfactorily resolve your complaint, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.gov/cable.

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Spectrum, and certain other costs related to Spectrum's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Spectrum must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit twc.com.

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Spectrum Voice Provider - Spectrum Advanced Services, LLC



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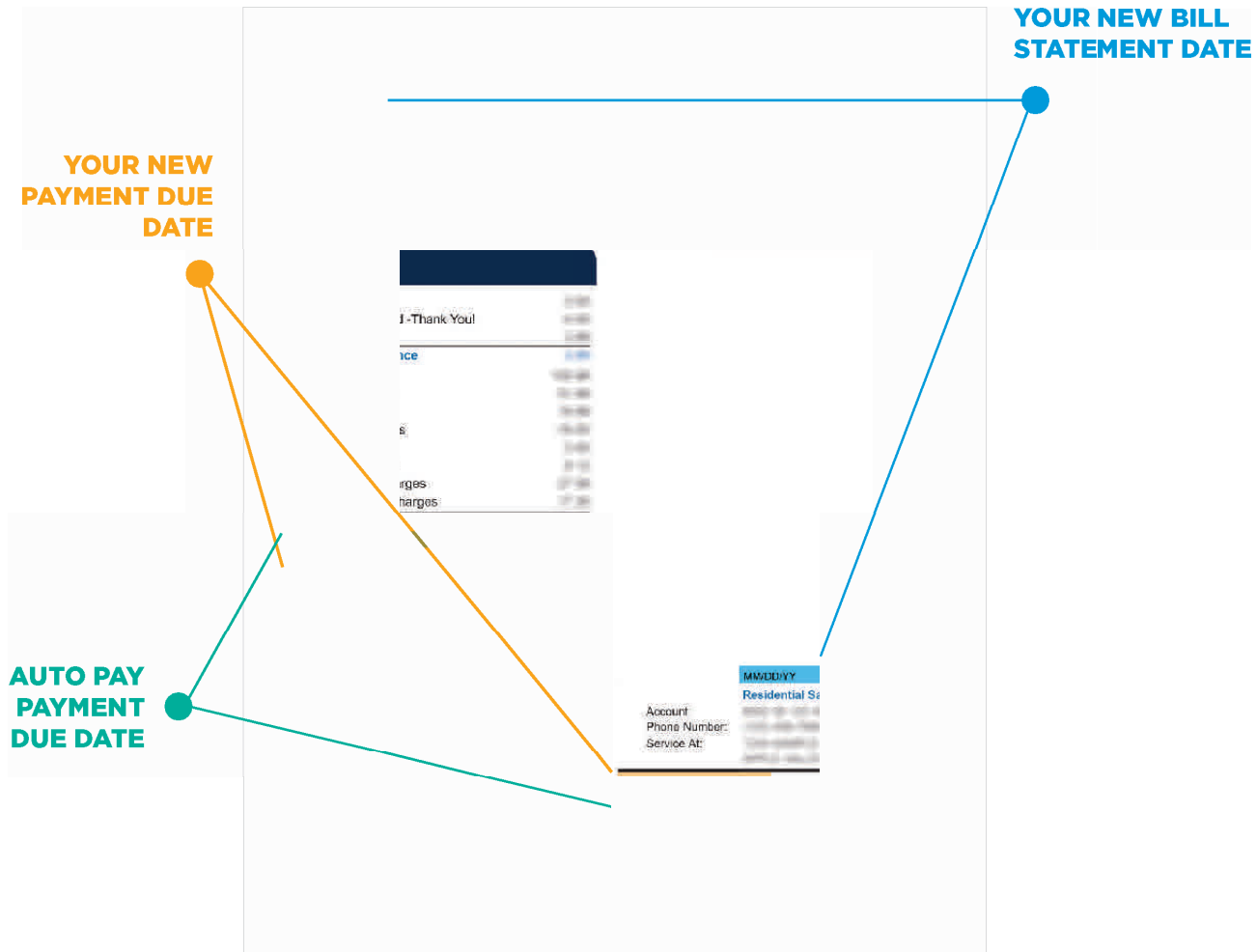
Or, call us at 855-70-SPECTRUM (1-855-707-7328)

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IMPORTANT BILLING NOTICE:

YOUR PAYMENT DUE DATE HAS CHANGED.

Starting this month, your **BILL STATEMENT DATE** and **DUE DATE** have changed.



IF YOU ARE ENROLLED IN **AUTO PAY**, YOUR PAYMENT DATE WILL BE THE SAME AS YOUR DUE DATE.

If you pay by credit or debit card, the date your credit card is charged or withdrawal is made may change in accordance with your new due date. Please note, you may need to make adjustments with your financial institution to account for these date changes.

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NEW SPECTRUM MOBILE DATA PLAN BY THE GIG

\$14 /GB a month*

FIRST LINE and EVERY LINE
NO CONTRACT • NO DEPOSIT



Stay connected to what you love most and save!

- ▶ **Free talk**, including **calls to Canada**, so you can talk anytime with your loved ones
- ▶ **Texts to any country at no added charge**, so you can share more with your friends and family near and far
- ▶ **No added taxes & fees**, that means the price you see is the price you get with no surprises on your bill
- ▶ **Enjoy the nation's largest, most reliable LTE network**, and the latest, most popular devices
- ▶ **NO overages, NO hidden fees, NO contracts**



BEST NETWORK

Enjoy coverage on America's largest, most reliable LTE network.



BEST DEVICES

Choose from the latest smartphones from top-selling manufacturers.



BEST VALUE

Pay only for the data you use (1 GB at a time).

Limited-time offer! Plus, enjoy Spectrum risk-free with our 30-Day Money-Back Guarantee.[†]

Call 1-855-233-3611

General: Offer expires 6/30/19; subject to change; valid to qualified residential customers who have no outstanding obligations to Charter. Restrictions apply. Services subject to all applicable service terms and conditions. Services not available in all areas. Equipment, taxes and fees (including regulatory recovery fees, surcharges and other applicable charges) extra and subject to change. Pricing is subject to change. Actual speeds vary and aren't guaranteed. Auto-pay required. [†]For Risk-Free, 30-Day Money-Back Guarantee, visit spectrum.com/guarantee. Visit spectrum.com/policies for full terms and conditions. *By the Gig: With the "By the Gig" data option, each By the Gig line will be charged \$14.00 per month in advance for each line of Service. Each line gets one GB per line of sharable data to use among all By the Gig lines on the same account per bill cycle. If the By the Gig lines on the account collectively exceed your initial 1 GB per line data allocation among all of your lines, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Spectrum Mobile requires Spectrum Internet service; additional restrictions apply. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. All trademarks are the property of their respective owners. ©2019 Charter Communications.



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